



## QVExcel FAQs / Trouble Shooting Guide

This is a list of common issues and resolutions currently seen in QVExcel ([www.QVExcel.com](http://www.QVExcel.com)).

If you are having any issues using QVExcel please first check through the contents of this document.

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### Before you start

Please ensure that you are running the most up to date version of QVExcel as your issue may have already been fixed. You can check you have the latest version by going to the About -> Info Tab where a message will inform you whether you are up to date:



### Installation Issues

**Issue:** After installation, the Add-in doesn't appear when I launch Excel.

#### Possible Resolutions:

1) It has been observed that the Add-in sometimes doesn't appear if Excel is already running and a new Excel instance is opened by 'double clicking' on an Excel file. If this happens please try launching Excel from the start menu and seeing if the Add-in appears and then opening your Excel file from the standard file menu.

2) Running the following command line has also been found to resolve the issue. Note that the exact path will vary depending on your operating system and other configuration options:



C:\WINXP\system32>"C:\Documents and Settings\[User Name]\Application Data\Industrial CodeBox Ltd\QVExcel\adxregistrator.exe" /install=QVSEExcelAddIn.dll /privileges=user

If the above does not help please look in your 'My Documents\Add-in Express' folder and email any .log files to [email@industrialcodebox.com](mailto:email@industrialcodebox.com) specifying the version of Windows and Excel you are using (including whether you are using the 32 or 64 bit version of each) and which language Windows and Excel are running in.

## Connection Issues

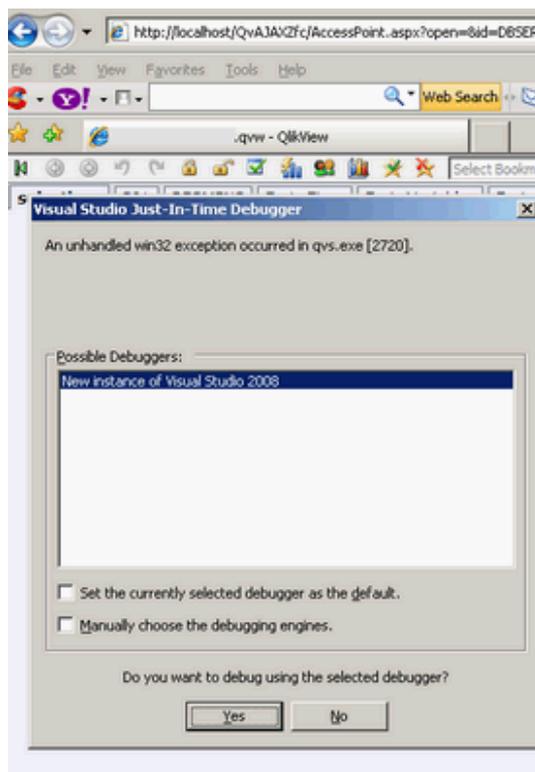
**Issue:** I am having some sort of problem connecting to my QlikView document from QVExcel!

**Possible Resolutions:** The first thing you should always ensure in this scenario is that you can open the QlikView document in one of the standard locally installed clients, i.e. QlikView Desktop or the QlikView IE plugin.

If you cannot open your QlikView document in these then it is likely that there is some non QVExcel related issue at play. Check this first!

**Issue:** I can access the QlikView document as above but Excel seems to hang/crash when I try to connect/make selections.

**Possible Resolutions:** Try opening the application through the Ajax client or Access Point and perform some basic operations. If you experience issues or even QlikView Server crashing...





then this is likely to be the same reason that QVExcel isn't performing as expected. So, you may need to take a look at the application to identify the issue. Macros are always a good place to start looking.

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**Issue:** I'm getting a message saying I don't have access to the document.

#### Possible Resolutions

- Ensure you do have permission to open the QlikView document. To confirm this you could try opening the document in one of the standard clients, e.g. the IE plugin, ZFC client or dektop client (opening from server).
- Make sure the path to the document is correct. If the document is in a subfolder in QlikView server you will also need to include this subfolder in your connection information.

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**Issue:** I can't enter certain characters (e.g. \, @) into the connection information textboxes.

#### Possible Resolutions

- This behaviour has been observed on certain non English operating systems and we are investigating the reason. The workaround is to simply enter the information in the corresponding fields on the QVExcel\_Settings Worksheet.

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**Issue:** I am getting an authentication failed message when trying to open my connection.

#### Possible Resolutions

- The usual reason for this is that the user is not on a windows domain and needs to log in to applications separately. Try entering your windows account details in the relevant section on the connection tab.

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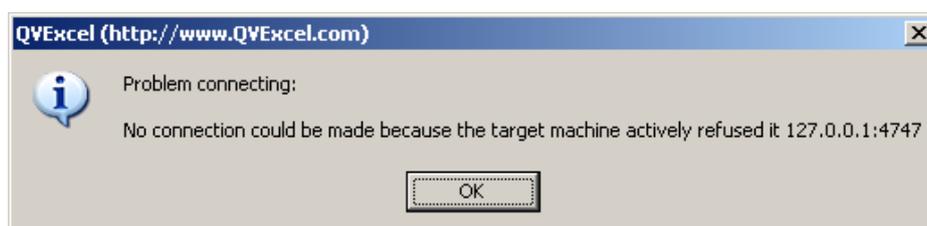
**Issue:** QVExcel is slow to connect to my QlikView Server document.

#### Possible Resolutions

- Try entering the IP address of your QlikView server rather than the machine or DNS name.

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**Issue:** I get an error message telling that there's an problem connecting and that the target machine is refusing the connection.

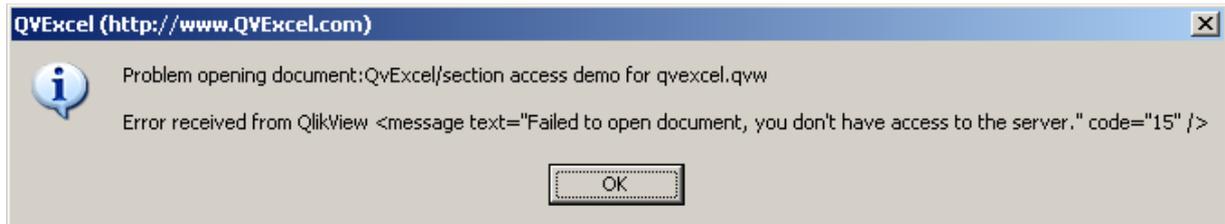




### Possible Resolutions

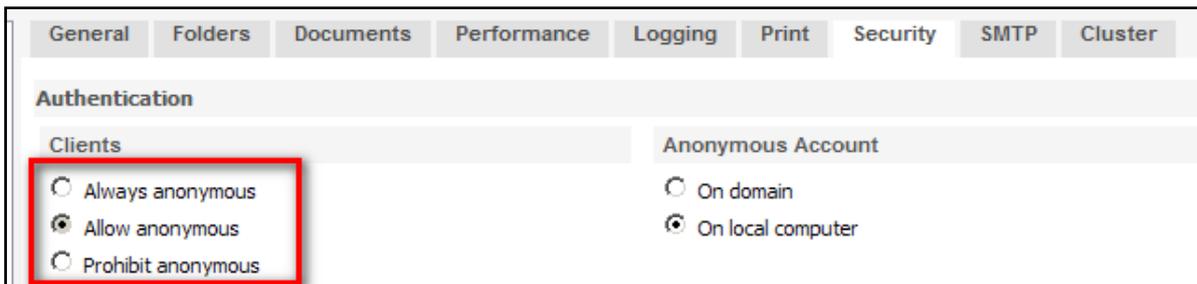
- Check that QlikView Server is running.

**Issue:** I get an error message saying I don't have access to the server.



### Possible Resolutions

- Ensure that you do not have 'Always anonymous' checked on the System -> Setup -> Security tab of the QlikView Enterprise Management Console.



### Formula Issues

**Issue:** I keep getting a 'The formula you typed contains an error' dialog but my formula looks good.



### Possible Resolution

- If your number formatting is set to use a ',' character as the decimal separator then arguments to Excel formulas should be separated with a ';'. So for example instead of writing:

`=qvs_cellvalue("CH01", 0, 1)`

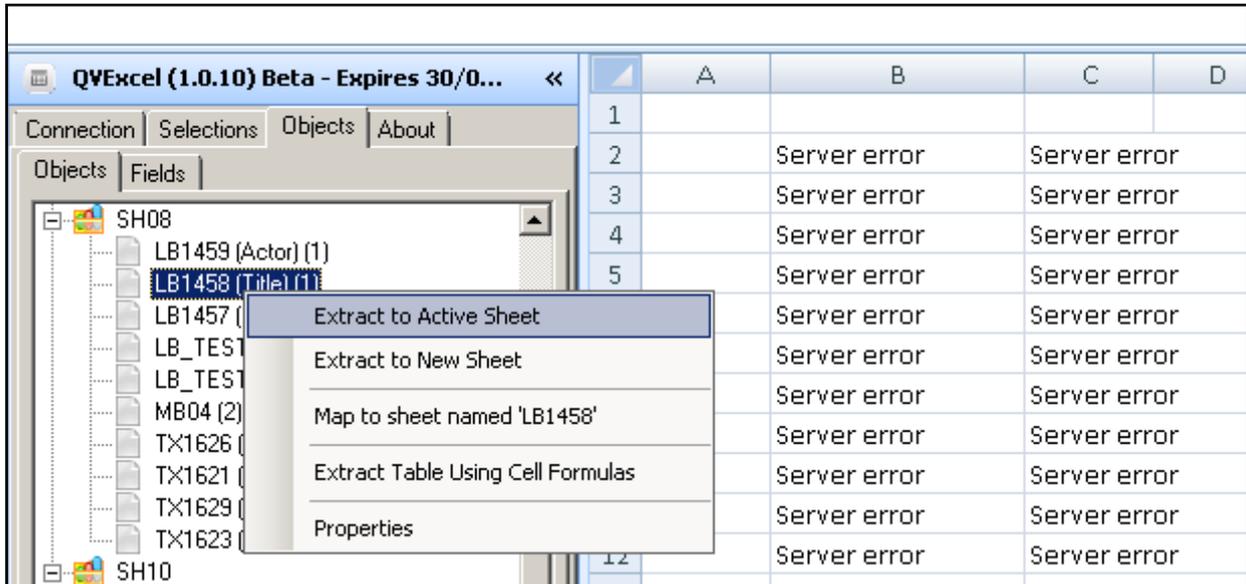
you would need to write:

`=qvs_cellvalue("CH01"; 0; 1)`

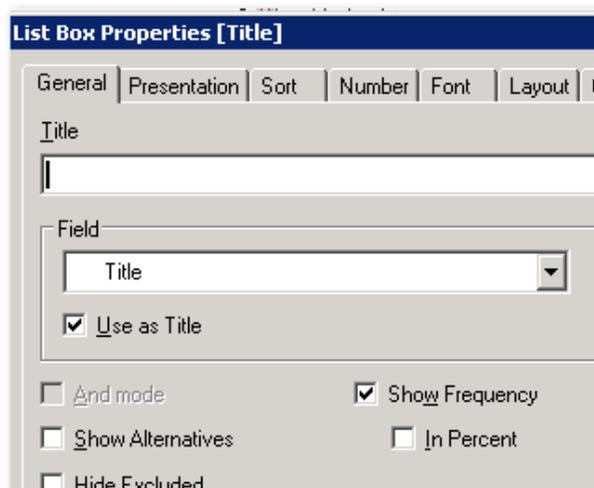


## Data Extraction Issues

**Issue:** I am getting 'Server Error' returned for all the items in the listbox I am trying to extract.



**Possible Resolution:** The above screen shot illustrates this issue which has only been observed in **QlikView Server 8.5**. It occurs for listboxes which have "Show Frequency" ticked as illustrated below which also explains why two columns are returned. This appears to be a bug in QlikView server and the resolution is to uncheck this option.



**Issue:** QVExcel can sometimes be slow getting data with certain selections.

**Resolution:** Try making the same selections in the Ajax client and see if it is slow there too. If so, it maybe that you have some actions firing macros, which are slow to execute.



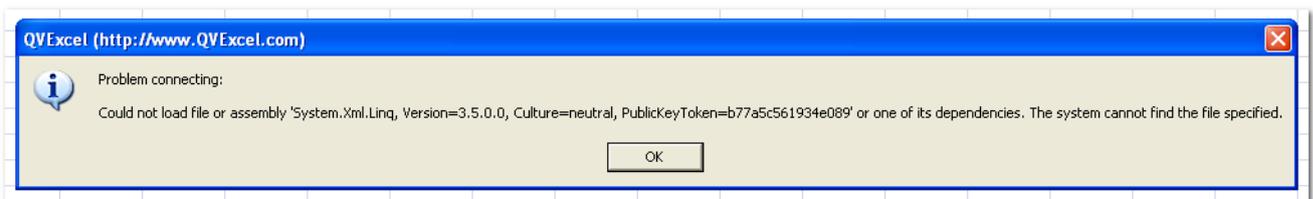
**Issue:** I can't retrieve all the data from my pivot table.

**Resolution:** The QlikView API by default only returns data for the columns that are visible in the pivot table object in the saved state for the application. If you need to access all the data in a pivot table then at present you will need to fully expand the pivot table columns before saving it and placing it on your QlikView server.

Alternatively you could consider creating an straight table version of you object and using that in QVExcel.

## Misc Issues

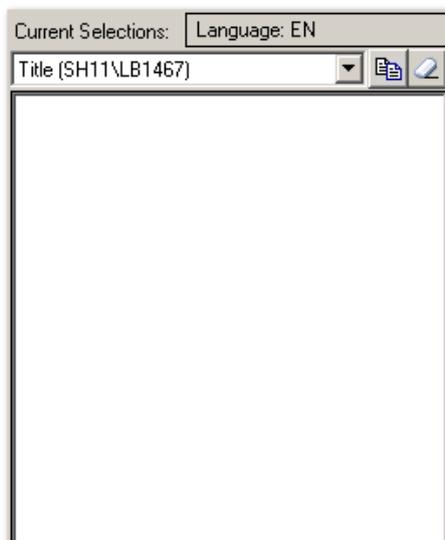
**Issue:** You get the following message when you try to use QVExcel:



**Resolution:** This almost certainly means you do not have the .NET framework 3.5 or later installed. You can download and install this from:

<http://www.microsoft.com/downloads/details.aspx?FamilyId=333325fd-ae52-4e35-b531-508d977d32a6&displaylang=en>

**Issue:** There is no data shown for one of my listboxes, I see something like the following:





**Resolution:** Check that the listbox is visible in the QlikView application and does not have a show/hide condition set. This issue is usually seen in QlikView Server 9 when the object is returned as 'hidden'.

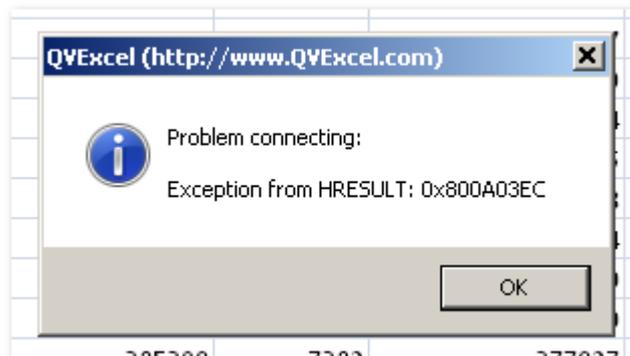
**Issue:** When I right click on an object on the treeview and try to extract or map its value into my worksheet, nothing happens.

**Possible Resolution:** This can happen if the object has a conditional show condition set (on the Layout tab of the object properties window in QlikView) and the object is not showing. Please check your QlikView application logic to see if this is the case.

**Issue:** The saved state of my document does not seem to be reflected when I open it in QVExcel.

**Comments:** This behaviour has been noted in QlikView Server 10 RC2 and a bug has been submitted to QlikTech. We are waiting further confirmation.

**Issue:** I am seeing the following error when interacting with the QVExcel User Interface.



**Comments:** This behaviour has been noted to occur when interacting with QVExcel (for example reconnecting to QlikView Server) whilst a cell is in edit mode.